



STATE OF MONTANA
DEPARTMENT OF ADMINISTRATION
INFORMATION TECHNOLOGY SERVICES DIVISION



Brian Schweitzer
Governor

State Of Montana

Agency Biennial Report

OCHE

FOR FY2010

STATE OF MONTANA

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INFORMATION TECHNOLOGY SERVICES DIVISION

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May 1, 2010

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EXECUTIVE SUMMARY

Two supporting objectives/actions for the Transfer Initiative goal have been completed. The Scholarship Processing & Tracking Software goal is still ongoing. An RFP has been drafted, but not yet released.

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

Complete this section by copy and pasting the Goals and Supporting Objective/Actions listed in section 4.1 of your agency's 2008 plan. After each supporting objective, insert the two additional questions for accomplishments and status. Answer these two questions.

1.1 Goals

Goal Number 1: (taken from 2008 plan)

ITG 1 Transfer Initiative

Description: **Improve transferability of students among institutions in the university system**

Benefits: What benefits are realized and who realizes the benefits? **Students will be able to transfer more easily, have more credits accepted, and graduate faster.**

Does this goal support the State IT Strategic Plan? If so, how? **Improve service to students**

Supporting Objective/Action

ITO 1-1 Maintain and improve data warehouse to manage tracking and improvement of student credit transfers and to provide accurate and time-series data on student transferability in the university system

Describe the business requirements or business problem driving this objective: **Improve transferability**

Describe the benefits to be derived from the successful completion of this objective: **Students will be able to transfer more easily, have more credits accepted, and graduate faster.**

Describe the anticipated risks associated with this objective: **The availability and accuracy of data affects the success of this objective.**

Describe how this objective supports the agency IT goal: **Improve institutional and system efficiency and effectiveness**

What is the timeframe for completion of this objective: **End of 2009**

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?: **Improved transferability of credits between university system institutions, increased access to transfer and student-related information, and enhanced accountability.**

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): **100% - Data warehouse servers were upgraded. Also implemented Oracle upgrades.**

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): **Completed.**

Goal Number 1: (taken from 2009 update)

ITG 1 Transfer Initiative

Description: **Improve transferability of students among institutions in the university system**

Benefits: What benefits are realized and who realizes the benefits? **Students will be able to transfer more easily, have more credits accepted, and graduate faster.**

Does this goal support the State IT Strategic Plan? If so, how? **Improve service to students**

Supporting Objective/Action

ITO 1-1 Develop and implement centralized web capabilities using Microsoft Office SharePoint Server 2007 to support faculty collaborative efforts to reach consensus on what courses should transfer.

Describe the business requirements or business problem driving this objective: **Improve transferability.**

Describe the benefits to be derived from the successful completion of this objective: **Students will be able to transfer more easily, have more credits accepted, and graduate faster.**

Describe the anticipated risks associated with this objective: **The ability for the MUS campuses to collaborate and define common course numbering is imperative to the success of this objective.**

Describe how this objective supports the agency IT goal: **Improve institutional and system efficiency and effectiveness**

What is the timeframe for completion of this objective: **Ongoing**

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?: **Improved transferability of credits between university system institutions, increased access to transfer and student-related information, and enhanced accountability.**

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): 100%. Microsoft Office SharePoint Server 2007 is operational and being actively used to support collaboration on transfer issues.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Completed.

Goal Number 2: (taken from 2008 plan and 2009 update)

ITG 2 Scholarship Processing and Tracking Software

Description: **Software that would process scholarship applications, disburse, track, and provide reports for the various state grant and scholarship programs, including the Quality Educator Forgiveness Program.**

Benefits: What benefits are realized and who realizes the benefits? **After the initial outlay for the software, the State benefits because costs can be contained. The significant benefit is the ongoing ability to administer these programs efficiently and effectively.**

Does this goal support the State IT Strategic Plan? If so, how?

Supporting Objective/Action

ITO 2-1

Describe the business requirements or business problem driving this objective: **The advent of new scholarship programs such as the Governor's Scholarship means we must award, track, and reconcile these grants and scholarships. Each subsequent year adds complexity to tracking and reporting and it is becoming more and more difficult to administer the program without unique software.**

Describe the benefits to be derived from the successful completion of this objective: **Continued ability to**

administer scholarship programs that benefit Montana residents, long-term savings to the state due to gains with processing, better tracking and reporting, improved compliance.

Describe the anticipated risks associated with this objective: **The software may not meet every possible need and some processing will still need to be done by hand.**

Describe how this objective supports the agency IT goal: **Allows for efficient and effective administration of the grant and scholarship programs.**

What is the timeframe for completion of this objective: **RFP completed by first quarter of 2009 so that purchase of software could be in July of 2009 and full implementation by year end 2009.**

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?: **The transfer of existing data to the new software and the awarding of scholarships for the 09-10 academic year.**

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): 10%, RFP has been drafted and being reviewed, but not yet released.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Ongoing.

Supporting Objective/Action

ITO 2-2

Describe the business requirements or business problem driving this objective: **Scholarship administration is complex and difficult. Each new year adds a new cohort to track and report on. In the first year or two of a new scholarship, tracking can be done using standard software such as Excel or Access. As tracking, reporting, and reconciling becomes more complicated with the addition of new cohorts, more sophisticated software is necessary.**

Describe the benefits to be derived from the successful completion of this objective: **MGSLP will be able to successfully award, track, and report on the scholarship programs it administers.**

Describe the anticipated risks associated with this objective: **The software may not work as anticipated or may require additional FTE to support it.**

Describe how this objective supports the agency IT goal: **To be efficient and effective.**

What is the timeframe for completion of this objective: **RFP completed by first quarter of 2009 so that purchase of software could be in July of 2009 and full implementation by year end 2009.**

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? **The transfer of existing data to the new software and the awarding of scholarships for the 09-10 academic year.**

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): 10%, RFP has been drafted and being reviewed, but not yet released.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Ongoing.

SECTION 2: IT INITIATIVES STATUS UPDATE

Complete this section by copy and pasting the IT Initiatives listed in section 7.1 of your agency's 2008 plan. After each initiative, insert the two additional questions for status and funding. Answer these two questions.

2.1 IT Initiatives *(Taken from 2008 plan and 2009 update)*

Initiative 1 - Title:

Description:

EPP Number (if applicable):

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):

Funding (funded, not funded, or partially funded):

Initiative 2 - Title:

Description:

EPP Number (if applicable):

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):

Funding (funded, not funded, or partially funded):

Initiative 3 - Title:

Description:

EPP Number (if applicable):

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):

Funding (funded, not funded, or partially funded):

(Copy and paste the above format here to describe additional IT Initiatives.)

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that your agency may wish to report as accomplishments or challenges related to achieving the Goals, Objectives, and Initiatives outlined in your 2008 IT plan.